



Goodwill is a not for profit agency that uses its resource to promote its mission. Goodwill uses the funds from the sale of donated goods to provide vocational skills training, employment, and educational programs for individuals who have barriers that prevent them from acquiring a job. Goodwill defines a barrier as anything that makes it difficult for a person to get a job, including lack of education, age, a long absence from the workplace or lack of a work record, ex-offenders, or substance abuse/addiction. These barriers can also include having learning/developmental disabilities, physical and/or mental challenges.

What services or resources does this agency provide?

Some Goodwill agencies partner with other organizations in the community to provide many services such as HiSet training to obtain a high school diploma, college and career readiness services, job training, job searching, mentoring, placement and support, clothing assistance, financial coaching and support, medical rehabilitation, child and family services and supports, adult day services, and entrepreneur resources. Each Goodwill in TN is owned and operated independently, therefore each one offers different services and resources so check with your regional Goodwill for more specific information.



What areas of Tennessee do they serve?

There are 5 Goodwill agencies in Tennessee serving different areas that offer services as defined by their agencies.

Is there a cost and, if so, who pays?

Some Goodwill agencies provide services to individuals without cost if they are not supported by another agency such as Vocational Rehabilitation or another funded rehabilitation program. There are some training programs offered by the agencies that have associated fees.

For which students might this agency be appropriate?

Students who require additional job training, supports in the workplace, or need assistance with finding work after high school may benefit from the services that Goodwill can provide to clients. Additionally, some Goodwill agencies offer



summer programs for students who are enrolled in high school.

Who is eligible to receive their services/ supports and when?

Individuals must meet the admission criteria for their regional agency to access Goodwill's services; however, some programs are tailored towards specific populations and may have their own eligibility requirements to be part of that program. These include veterans and military families, individuals with criminal backgrounds, people of Hispanic descent, older workers, and young adults and/or persons with disabilities.

What is the referral process?

What documents are needed?

The referral process depends on which program one is applying to. Check with your local Goodwill for more information on what documents are required.

What is the family's responsibility?

The decision to pursue services from Goodwill is up to the student and family. They will be responsible for contacting Goodwill, making appointments, and following through with any services they wish to use.

What is the student's responsibility?

It is the student's responsibility to follow through with any services they receive from Goodwill.

What is the responsibility of an educator?

The educator can relay pertinent information about the services offered at a local Goodwill to the

Where can I learn more?

Visit Goodwill's website at:

<http://www.goodwill.org/>

family and the student.

How (and when) do you involve them in the transition planning process?

- Goodwill can be involved in helping students set employment and financial goals in addition to providing job coaching and training to achieve those goals.
- Teachers can provide the student and family with information about the services offered at their local Goodwill.
- Invite somebody who has received services from Goodwill to speak to the student about the ways in which Goodwill helped them become more independent.

What questions should I ask of Goodwill?

- If I receive services from Goodwill, how long will they last for?
- What if my local Goodwill does not offer a service I need?
- Does Goodwill partner with service providers in the area, or does Goodwill have their own service providers?

Additional contact information:

- Send them an email at: contactus@goodwill.org